

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Parking and Transportation Services

PTS Management

PTS Managers and Supervisors

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	11	18	22			
Employees in Unit/Department	17	19	15			
% Survey Participation	65%	95%	147%			
Dimensions						
Upper Management*	--	--	54	--		69
Climate*	--	70	62	-8		67
Supervisor	70	80	76	-4		74
Autonomy/Involvement	67	76	68	-8		71
Workload	61	65	58	-7		70
Resources/Environment	51	65	70	5		70
Recognition*	--	65	62	-3		65
Co-workers	73	71	70	-1		75
Communication*	--	64	59	-5		64
Training and Development*	--	66	63	-3		69
Task Significance	78	80	74	-6		77
Compensation*	--	63	50	-13		56
Benefits*	--	87	81	-6		78
Advancement*	--	67	62	-5		65
Survey Perception*	--	62	53	-9		63
Job Satisfaction	79	72	66	-6		69
Outcomes						
Unit/Dept. Commitment*	--	84	74	-10		80
Unit/Dept. Loyalty	64	70	61	-9		77
Unit/Dept. Recommend	79	69	71	2		74
Customer Focus	89	87	84	-3		83
U of M Commitment	93	91	88	-3		80
U of M Loyalty	83	82	76	-6		77
U of M Recommendation	91	91	81	-10		74
U of M Donation*	--	--	44	--		--

*Attributes or Dimensions are new or have been modified, so a direct comparison to some past elements is not possible